

Figure 1

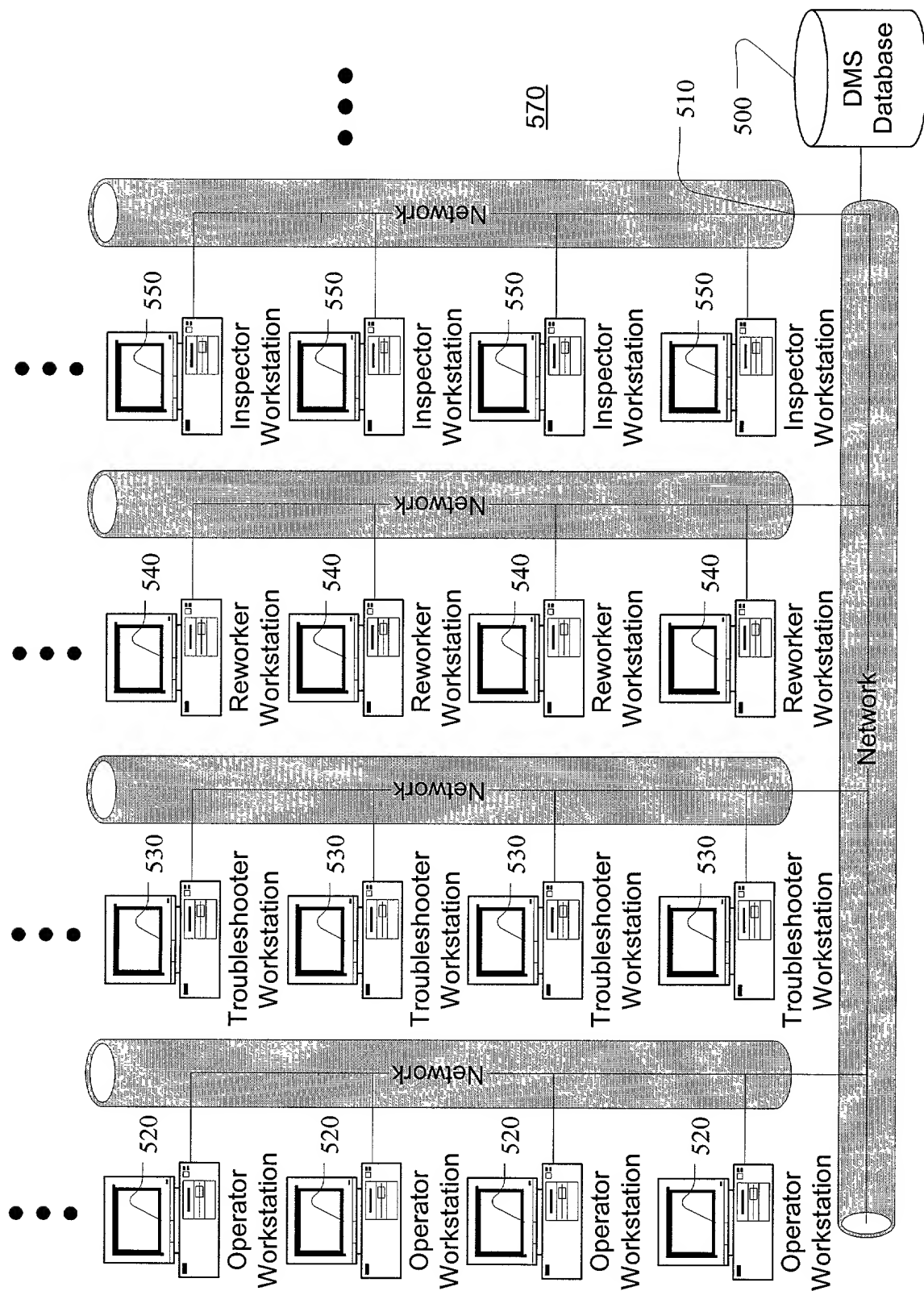


Figure 2

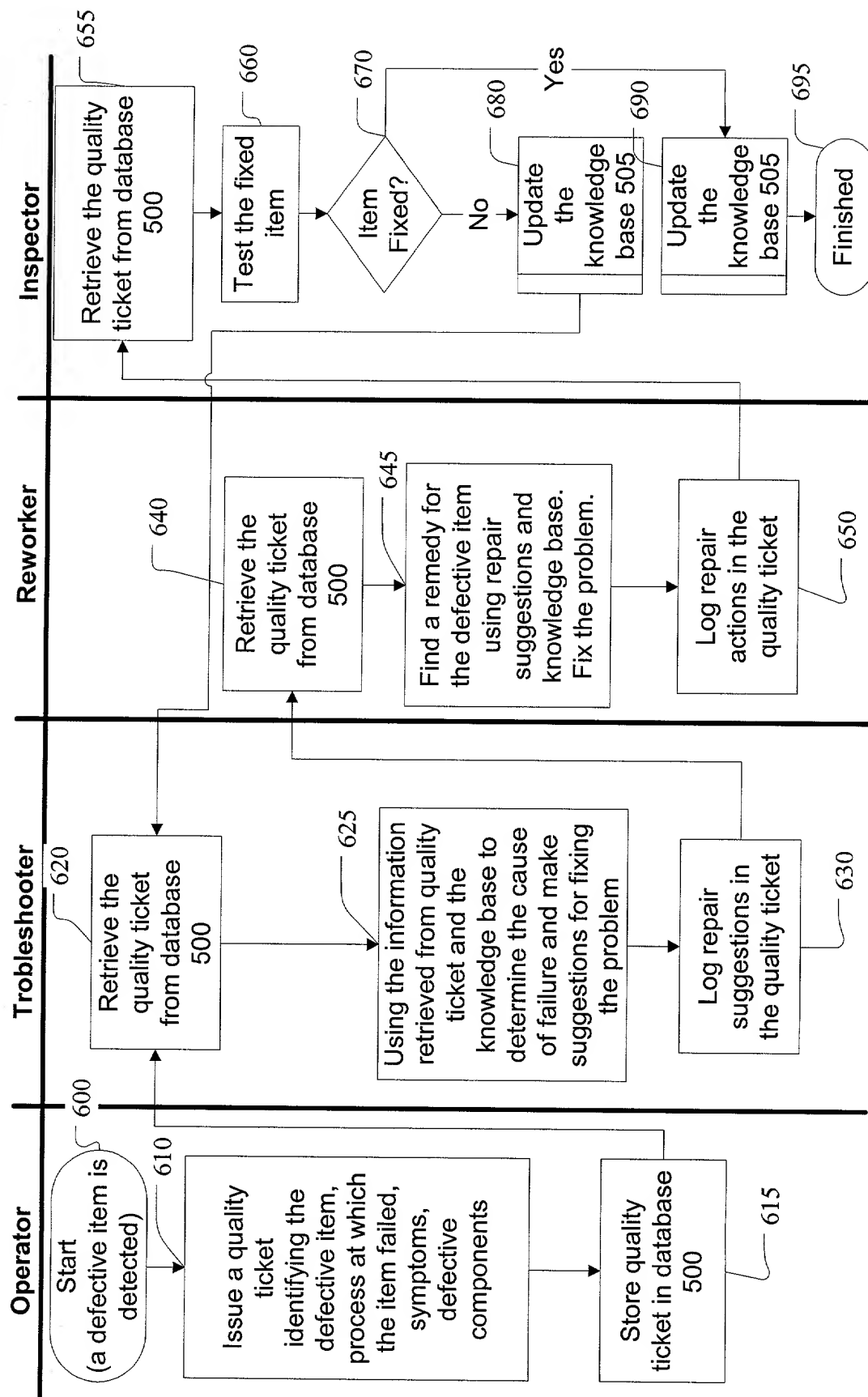


Figure 3

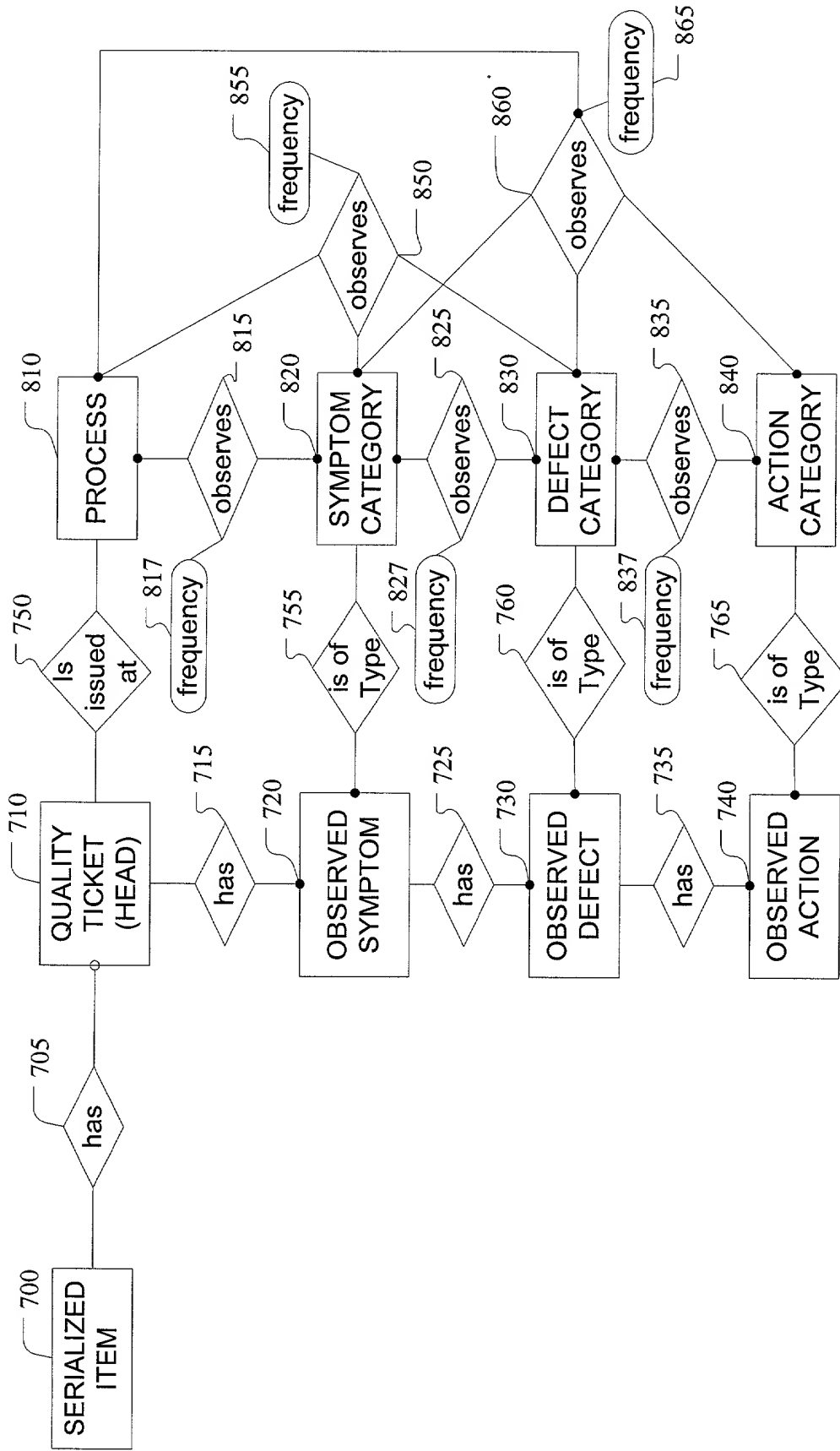


Figure 4

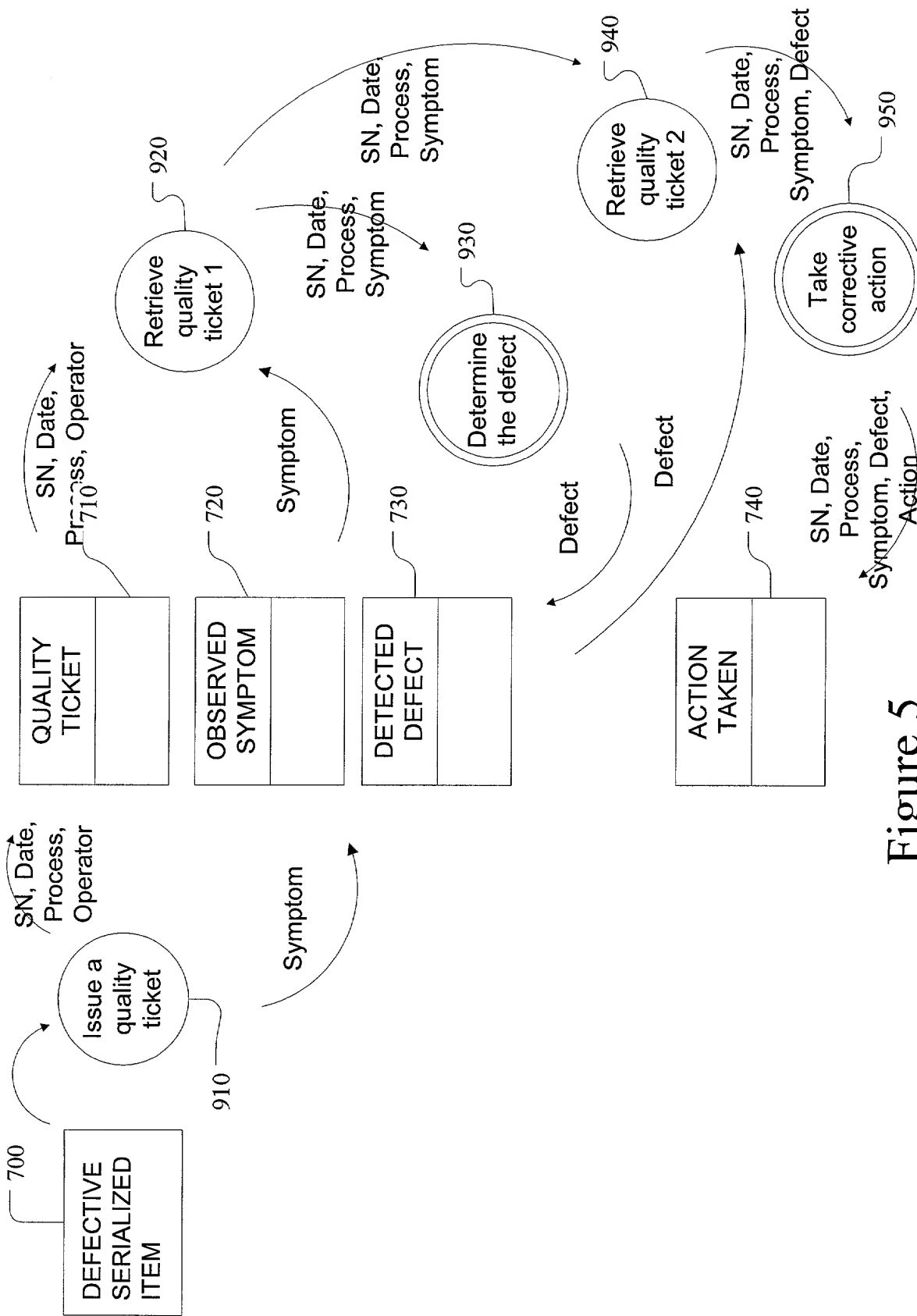


Figure 5

Quality Ticket (V 1.2.2)

Serial Number

Ticket

Module Info

Part Number

Description

Revision

Area Of Operation

Symptom

Induced By

Process (Test Stage)

Process Step (Test)

Symptom Category

Symptom

Comment

Quality Ticket Explore

QCS Support

Current Operator

Cancel/New

Default

Add Default

Close

Figure 6a

10

15

20

27

30

35

40

45

5a

50

75

Serialized Item Factory Data

Application

Part Number

Description

Revision

Lookup

Close Quality Ticket

Serial Number:

Ticket:

System Test

Symptom

Process (Test Stage): CIAO 1

Process Step (Test): DT

Comment:

Quality Ticket Explorer

System Test

OCS Support

C:\EN\adm\stuser1

Save

Cancel/New

Defect

No Defect

Close

7

95

105

110

115

120

130

135

Figure 6b

105080" 6642260

Quality Ticket Entry

Serial Number:

Ticket:

Module Info

Application	Part Number	Description
Repair/ITW1	130 D65 900	Repair/ITW1
60MT DRUM	1141515031	ITWU194

Area Of Operation:

Symptom:

Initiated By:

Process (Test Stage):

Symptom Category:

Comment:

Validation

Module Application:

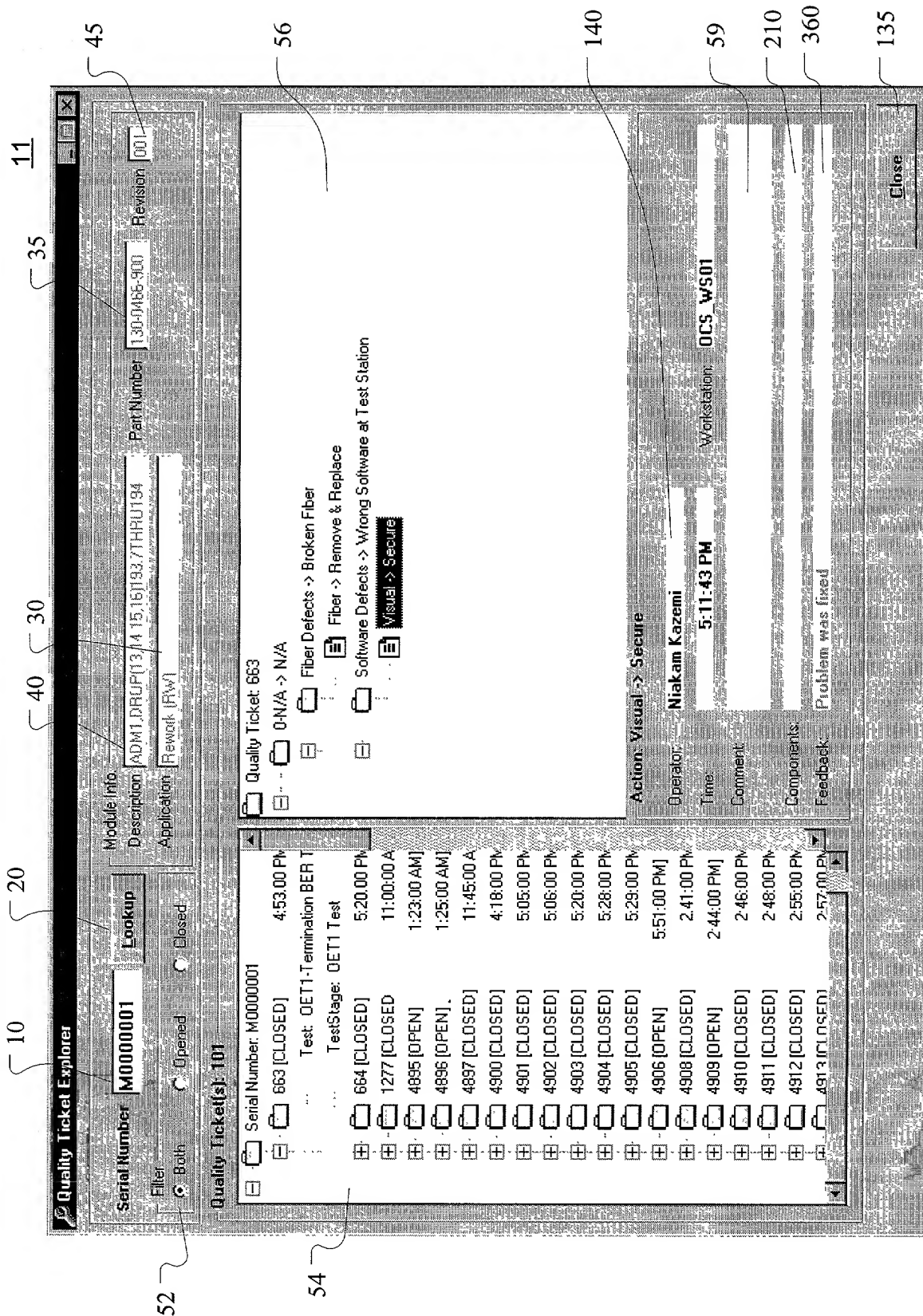
Justification:

Symptom:

Quality Ticket Export:

Area of Operation:

Figure 7



10

20

25

30

35

40

45

50

60

65

70

75

80

85

90

95

100

105

110

115

120

125

130

135

Quality Ticket

Serial Number

M00000002

Lookup

Ticket

420

Get info

Close Quality Ticket

Module Info

Application

Part Number

Description

Field/Module/Ver

Revision

101

1330/MS-907

ALSM11AD0F12 14 15 16/19.37/10/1/24

Symptom

Initiated By

Process (Test Stage)

Process Step (Test)

Symptom Category

Symptom

Comment

QETH Test

QETH Initialize Module

N/A

N/A

Testing

Quality Ticket Explorer

Area of Operation 1

Client Operator

Client Vendor

Client Vendor ID

Save

Cancel/Now

Defect

No Defect

Close

Figure 9

Figure 1 is a schematic representation of the experimental design. It shows a sequence of events: 'Pretest' (with 'Pretest' and 'Posttest' labels), 'Training' (with 'Training' and 'Posttest' labels), and 'Transfer' (with 'Transfer' and 'Posttest' labels). Each stage includes a 'Pretest' and a 'Posttest' measurement. The 'Transfer' stage is further divided into 'Transfer' and 'Posttest'.

## Figure 10a

$$\subset_{140} \subset_{70} \subset_{80} \subset_{90} \subset_{50} \subset_{75} \subset_{85} \underline{7a}$$

## Figure 10b

## Figure 10b

[illegible]Figure 11a

Figure 11a

Figure 11b

SP-100-10300

858

75

## Figure 12

RECEIVED  
AUG 29 2001  
OFFICE OF PETITIONS

FOUO 626260

70 80 295 75 85 9

Defect/Action Information for Quality Ticket: Ticket#: 4116 (SN: M0000002; PM: 130-0466-900; Rev: 001)

Quality Ticket  
Symptom Info  
Product (Test Stage): T3 Test  
Fixed Step (Tech): T3 Part 3 Sub-As  
Symptom Category: PMA  
Symptom: N/A  
Comment: Tech might ignore

Entered by: CIENA Venezuela, CIENA Venezuela

Defect

Action

Action Category: Components  
Component: Ethernet  
Provider: CIENA Venezuela, CIENA Venezuela

Feedback

Problem was fixed ☐ Problem was not fixed ☐

Cancel

Defect List and Details

Defect Category: Defect  
Fixed Defects: Broken fiber

Log Defect Time: 10:45:00 PM

Feedback

☐ Problem was fixed  
☐ Problem was not fixed

Save

Close

Area of Operation: 1 Current Operation: CIENA Venezuela, CIENA Venezuela

Figure 13 397

335 Detailed information for defect: 3305 285 321

Troubleshooter: Kazemi-1, Niakam 280

Defect Category: Component Defects Defect: Damaged

RD(s): YERE, EEE 322

Comment: 385

Reworker: Kazemi-1, Niakam 323

Action Category: Components Action: Cleaned

RD(s): 324

Comment: 350

☒ Problem was not fixed

This box is to provide the system with feedback on whether the problem with the item has been fixed or not. This information is being checked when closing the quality ticket. If the quality ticket contains a defect with no corresponding action showing "Problem was fixed" the ticket cannot be closed.

☐ Problem was fixed ☐ Problem was not fixed 366

Save Feedback 364

Close

Figure 14

The following is a list of the most likely causes for the specified SYMPTOM

Defect Category	Defect	Frequency
Component Defects	Defective Component	58
Testing Defects	Test Error	51
Component Defects	Damaged	26
Fiber Defects	Broken Fiber	11
Connector Defects	Pitted	10
Solder Defects	Insufficient Solder	8
Testing Defects	High Insertion loss	6
Solder Defects	Excessive Solder	5
Testing Defects	Proof Test Break	5
Component Defects	Wrong Component	5

Figure 15